



Health Services

LOS ANGELES COUNTY

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www.dhs.lacounty.gov

*To ensure access to high-quality,
patient-centered, cost-effective
health care to Los Angeles County
residents through direct services at
DHS facilities and through
collaboration with community and
university partners.*



www.dhs.lacounty.gov

October 8, 2013

TO: Each Supervisor

FROM: Mitchell H. Katz, M.D.
Director

SUBJECT: **STEPS REQUIRED TO SUCCESSFULLY ADAPT THE
DEPARTMENT OF HEALTH SERVICES AND LOS
ANGELES COUNTY FOR THE AFFORDABLE CARE ACT
(ITEM #81, OCTOBER 8, 2013)**

UPDATE

As we enter the final quarter of 2013, I am pleased to report that the Department of Health Services (DHS) is making good progress on key initiatives and operational changes that will prepare our health system to succeed under the Affordable Care Act (ACA). With the support of the Board and the Chief Executive Office's Health Care Reform Task Force, DHS and its many partners are working together to transform our system into an integrated care delivery model. An integrated care model will enable our system to provide the right care, at the right time, in the right location, by the right kind of provider.

In this report, I have updated the DHS system transformation dashboard and included supporting details to provide additional context (see attachment). As always, I welcome your suggestions and feedback on the dashboard report, which we will continue to modify and improve in successive iterations.

If you have any questions or need additional information, please contact me or Anish Mahajan, Director of System Planning, at (213) 240-8416.

MHK:jp

Attachment

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors
Department of Public Social Services

Our Future Under the Affordable Care Act (ACA) – October 2013 Update



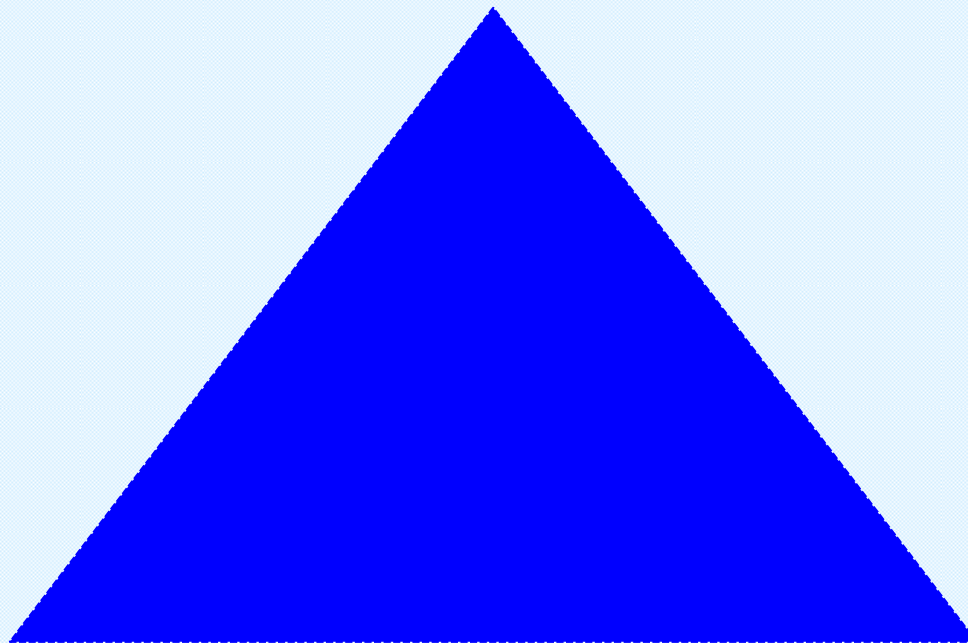
Mitchell H. Katz, MD
Director
LOS ANGELES COUNTY
DEPARTMENT OF HEALTH SERVICES
October 8, 2013

Our Overall Strategy for ACA: DHS Triple Aim

More Care

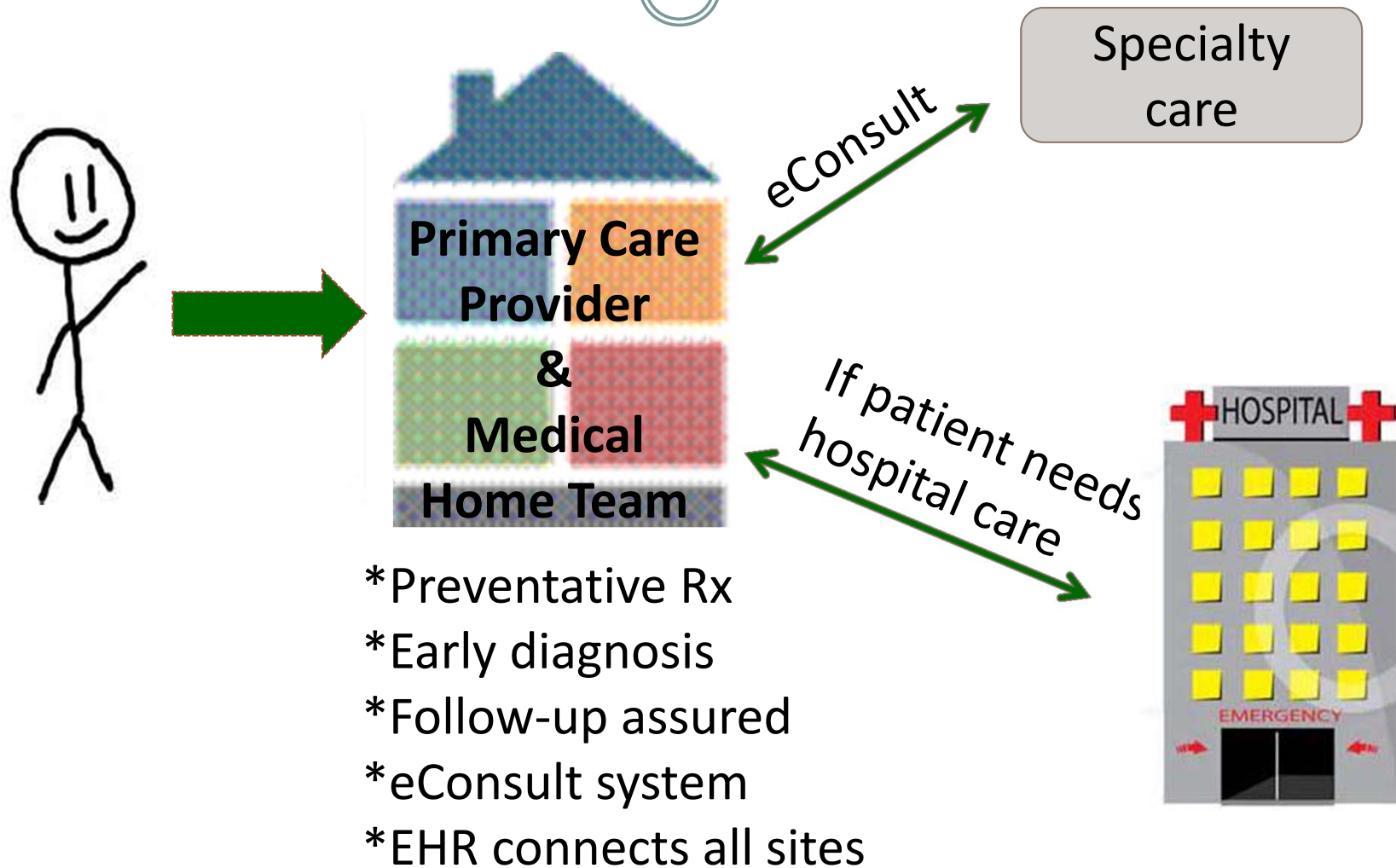
***Better
Quality***

***Same
Budget***



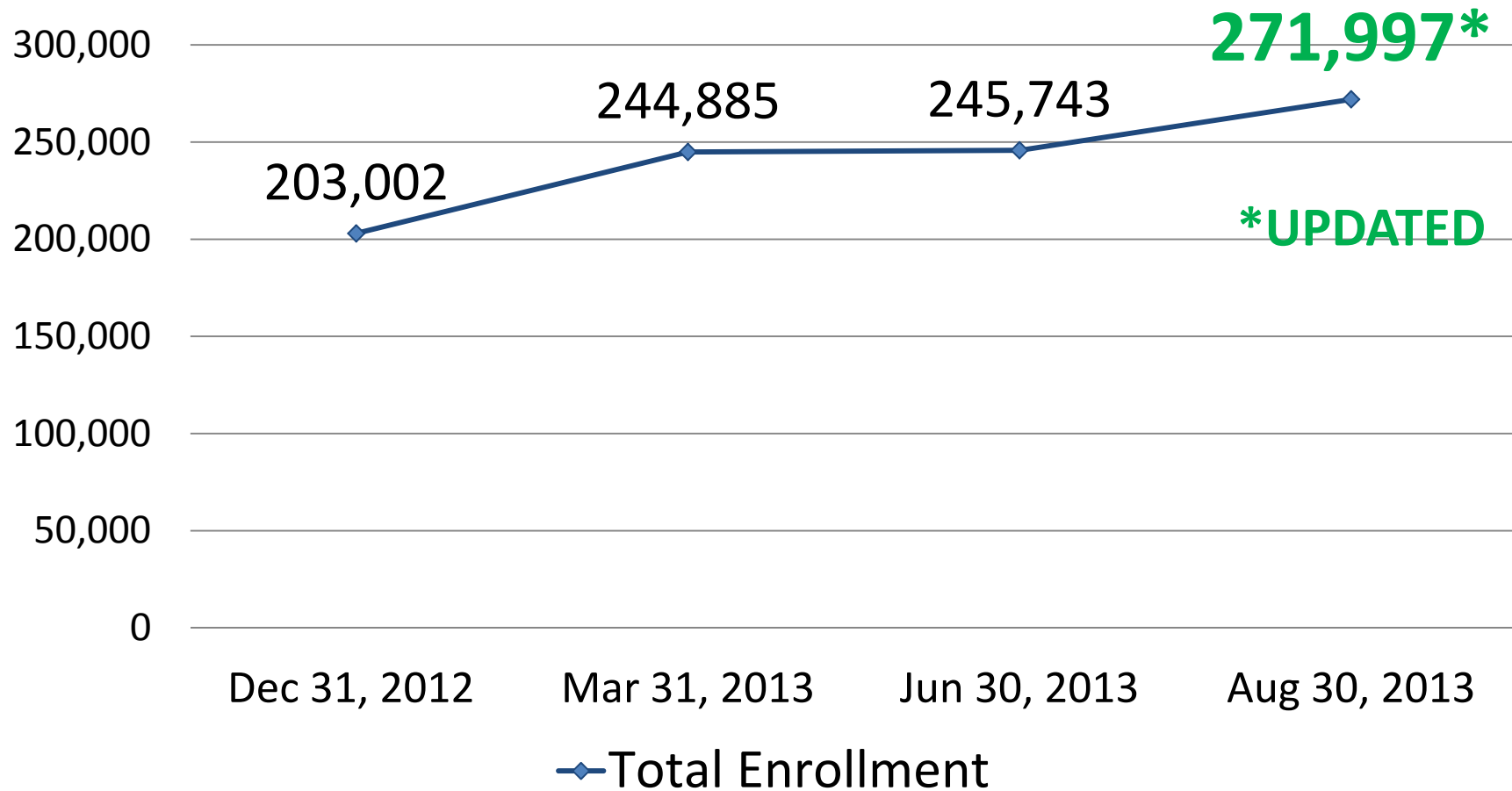
Integrated Care System:

Right Care, Right Time, Right Location, Right Provider



Healthy Way LA (HWLA)

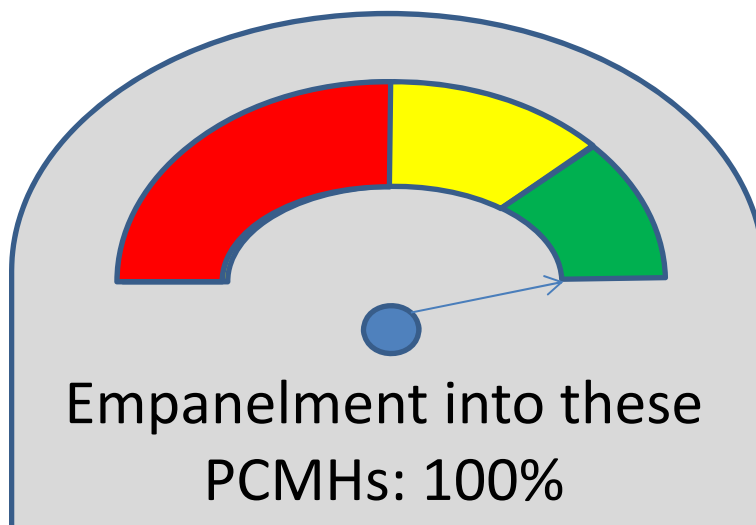
Enrollment



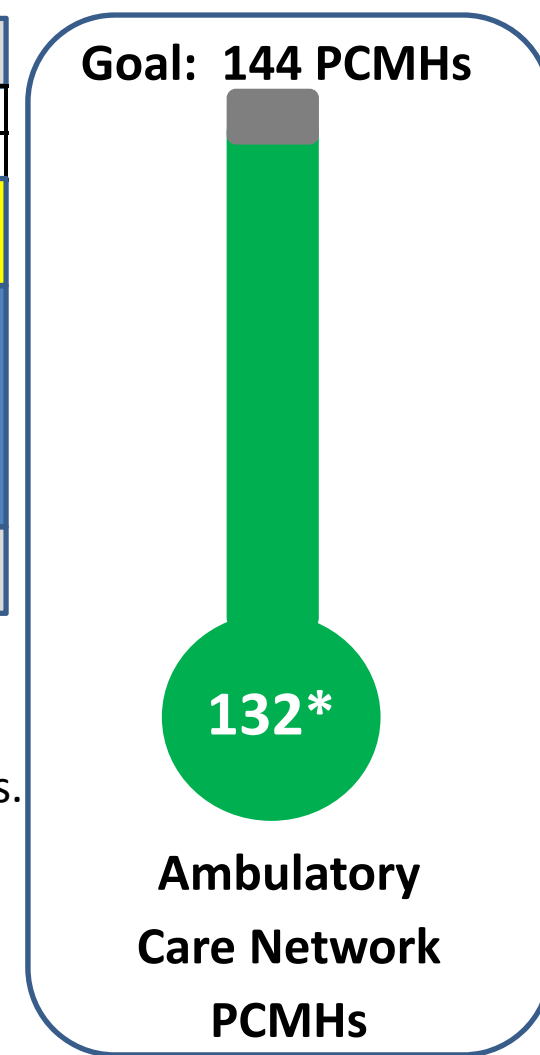
NOTE: The state received federal approval to defer HWLA redeterminations due in October, November and December 2013

Patient-Centered Medical Home (PCMH) Ambulatory Care Network

July 2013			
Goal (based on 144 PCMHs):			
44	18	20	195
44*	18	20	156*
RN III Care Manager	RN II Service Coordinator	RN I Caregiver	CMA Health Coordinator **
PCMH Support Staff			

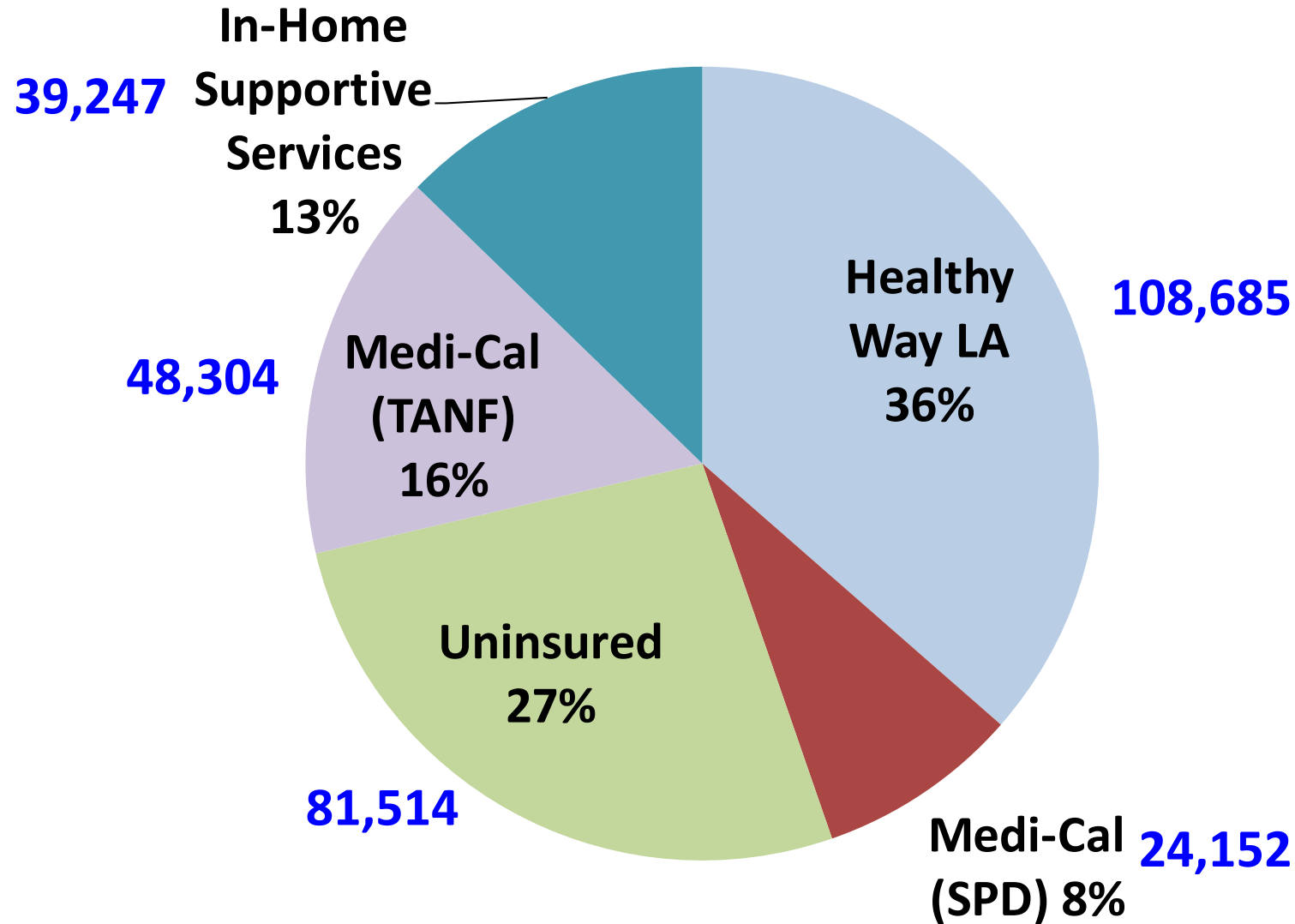


**71 NAs enrolled in CMA Programs.
Expected Completion: 1/1/14



***UPDATED**

301,903 Empaneled Individuals at DHS – by Insurance Status as of 9/23/13



New Chart

Accessing Empanelment Information – New pop-up screen in our Affinity EHR

Patient Charting [LIVE]

File Procedures Pt Detail Pt Care Data/Reports Reports Help

Name: [REDACTED] Dx: EXAM

61Y F Admit: 02/04/13 D/C: Post-Op Day: LOS/ALOS: 56/ [REDACTED] Allergies

Empanelment Medical Home PCP
SAMUEL E OREGEL
1333 CHESTNUT AVE.
LONG BEACH CA 90813
562-599-2153

Empanelment Medical Home Site
LONG BEACH COMP. HEALTH CLINIC
1333 CHESTNUT AVE.
LONG BEACH CA 90813
562-599-2153

Eligibility: 07/01/2012 - 12/31/2099
Updated: 03/19/2013

*The source for Empanelment data is the LACDHS Patient Management System.

Payer / Data Source

LACDHS Patient Management System MEDI-CAL LACDHS Patient Management System

Insurance 270 was sent on: MCAL MC HUCLA 640 County Code: 19 Aid Code: 60
Service Date: 03/26/2013 Eligibility Date:

SPD LA CARE DIRECT (MCLA) | HEALTHY WAY LA |

SPD LA CARE DIRECT (MCLA) ACTIVE COVERAGE Eligibility: 03/01/2013 - 03/31/2013 Updated: 02/28/2013

Managed Care Provider
SAMUEL E OREGEL
1333 CHESTNUT AVE.
LONG BEACH CA 90813
562-599-2153

Managed Care Site
LONG BEACH COMP. HEALTH CLINIC
1333 CHESTNUT AVE.
LONG BEACH CA 90813
562-599-2153

Managed Care Affiliated Hospital
HARBOR-UCLA MEDICAL CENTER
1000 W. CARSON ST.
TORRANCE CA 90502
310-222-1220

Print MH/PCP Print 271

7 Chart Assessment 8 Results 9 Comp View **10 Med Home/PCP** 5 Clinical Conditions 6 Snap Shot
1 Patient List 2 VS / IO / WT 3 Detailed I/O 4 Charting

HUMC/D3.5 IS ADM HT 14/1/2013 10:37 AM

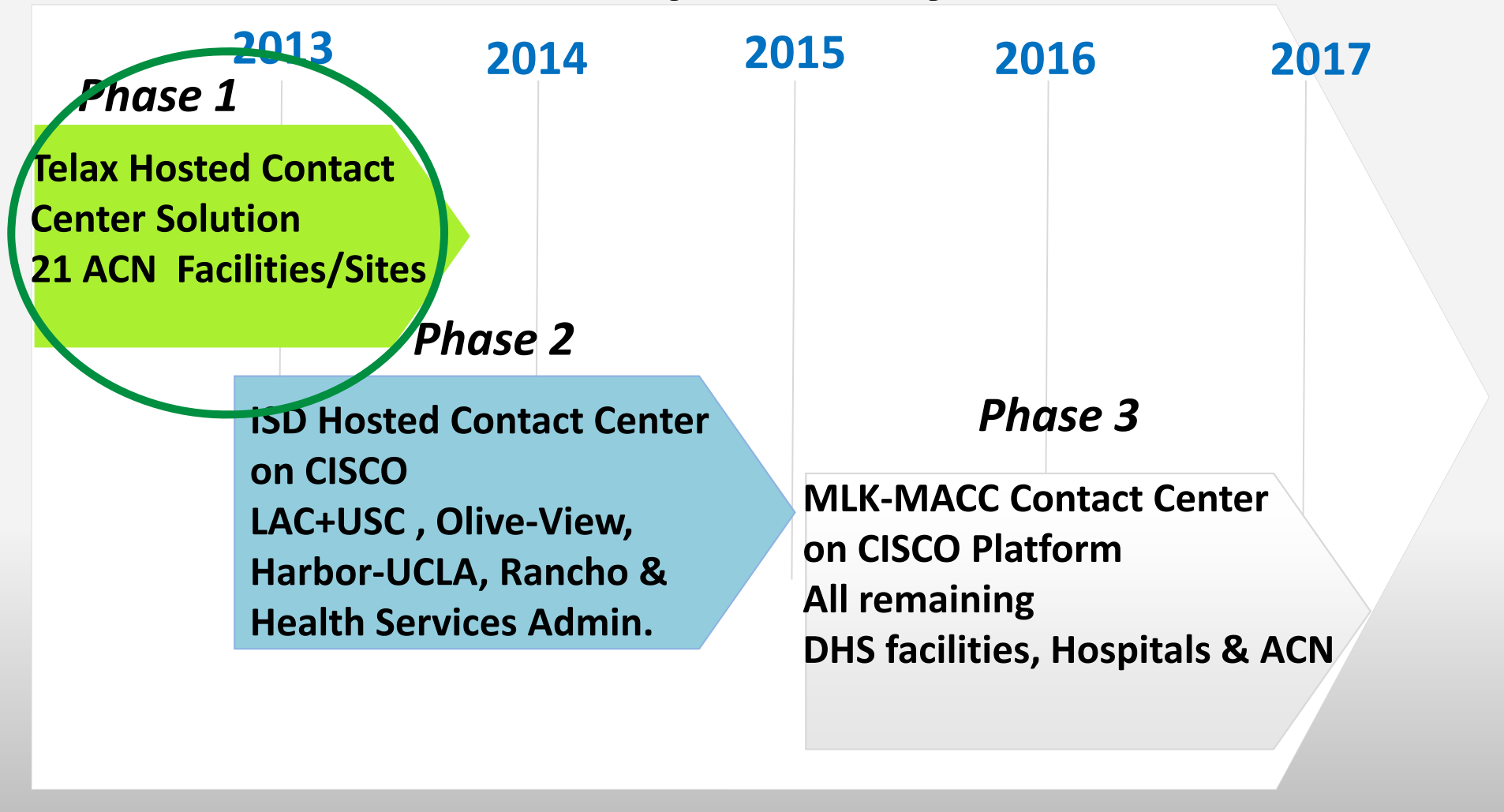
Start | Inbox - hetran@dhs.laco... | Patient Charting [LIVE] | Search Desktop | 10:37 AM

Patient Centered Scheduling (PCS)

Task Name	% Complete	Start	Finish
Establish metrics & collection method for PCS in ACN clinic settings	100%	1/1/13	2/28/13
Create PCS Sharepoint that functions as communication center	100%	1/1/13	3/31/13
Develop Effective Practices Manual for PCS implementation with change agents	100%*	1/1/13	9/30/13
Standardized scheduling templates available for use throughout ACN	100%*	1/1/13	9/30/13
PCS implemented in all DHS primary care clinics	60%*	1/1/13	12/31/13

***UPDATED**

DHS Telephone System



- 1 Phase 1: ACN Facilities (began 3/31/13). Improve the handling of calls coming by revising all call flows, scripts and implement a tool that can provide “true” statistics of call volumes.

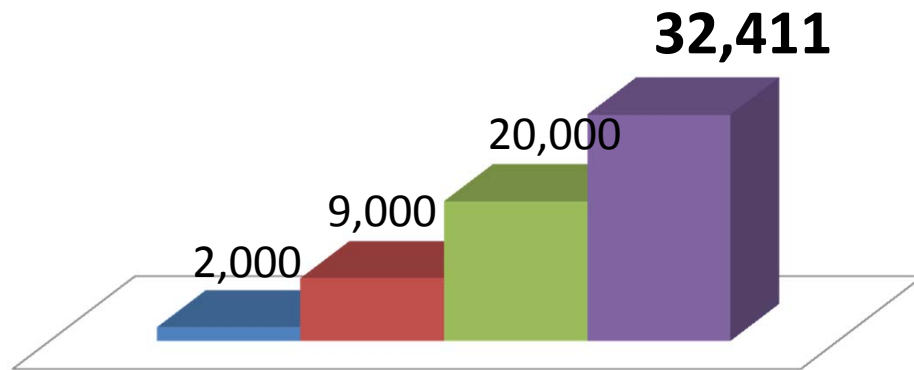
DHS Telephone System - Phase I Rollout

ACN Facility/Site	Group #	Target Go Live Date
Long Beach CHC, Roybal CHC, Mid-Valley CHC, MLK-MACC, & Harbor-UCLA's Lomita Clinic	1	LIVE
El Monte CHC	2	LIVE
Wilmington HC	2	LIVE
Humphrey CHC	3	OCT 10
La Puente HC	3	OCT 16
Glendale HC	2	OCT 17
Hudson CHC	3	OCT 23
Dollarhide HC	3	OCT 24
San Fernando HC, Bellflower HC	1,2	TBD
High Desert MACC, Antelope Valley HC, South Valley HC, Lake Los Angeles CC, Little Rock CC	4	TBD

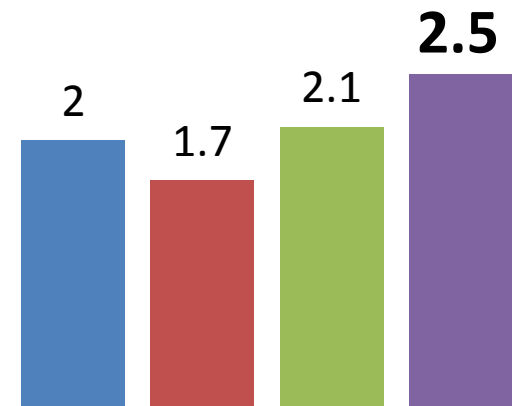
2013 eConsult (as of September 23, 2013)

eConsults

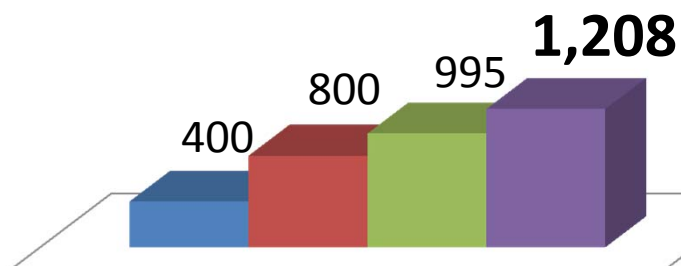
■ 1st QTR ■ 2nd QTR ■ 3rd QTR ■ As of 9/23/13



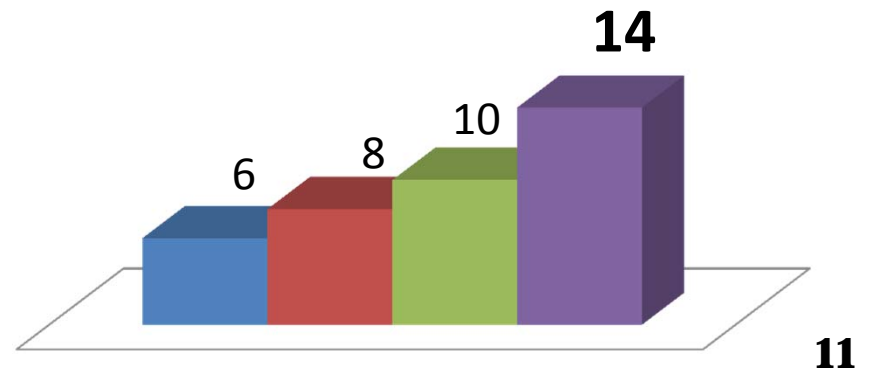
Specialist Review & Response Time in days



of Submitting Providers (DHS/CP)



of eConsult Specialties



Internal Nurse Registry

GOALS: To reduce DHS' reliance on nursing registry, maintain continuity of care and provide quality patient care.

PILOT: LAC+USC Medical Center (highest user of external RN registry at DHS) focusing on RNs. Expected timeframe is 6 months.

OCTOBER UPDATE:

- 6 relief RNs have been hired and are going through the HR onboarding process, including live scanning.
- Nursing recruitment at LAC+USC is continuing to schedule interviews with managers for the Internal Registry applicant pool.
- Most of the applicants for relief nurse internal registry are new grads with no experience. LAC'+USC's highest registry utilization are in specialty care areas: ICU and ER.
- HR Exams Unit will open a new examination for relief nurses with a *minimum* of 1 year of experience.

Progress on Health Reform Outreach/Marketing Plan

Multi-phased approach focused on:

- **HWLA enrollment/retention**
- **Low-cost marketing opportunities for current and future DHS patients**
- **Contracting with health plans and provider groups (*CEO Health Care Reform Task Force's focus*)**

Outreach/Marketing Plan: HWLA Enrollment/Retention

“Everyone on Board” Campaign

- Coalition of CBOs, advocacy groups, community clinics and labor unions driving Healthy Way LA enrollment/ACA education

Healthy Way LA Transition Materials

- LA CARE-hired agency (Edelman) developing multilingual collateral, conducting staff training, refining transformation messaging
- Creating fresh materials showcasing DHS strengths

Outreach/Marketing Plan:

Low cost marketing opportunities

Newly Re-Designed DHS Website

- Professionally-designed, simple, clean, multilingual, mobile-friendly -> -> **Patient-Centered**
- Enhances image of integrated health system
- Easily links users with facilities/services
- Educates about ACA and all coverage options

➤ ***“Go Live” September 27***

➤ ***10,000 hits in 3 days***

DHS Delivers Quality, Community-Based Care

The Department of Health Services (DHS) is an integrated health system, so your care is always coordinated and you get the right care at the right place at the right time. Explore our health system and let us be your partner in good health.

Find Care Near You

Enter your address, city, or zip in the field below to find quality care near you.

Health Services

Select a type of care below to learn more about the health services DHS provides.



Coverage Options

Learn about health coverage options to make your care affordable.



The Department of Health Services is an integrated health system in Southern California committed to compassionate, high quality care. Explore our system and let us help you get linked to services.



Make DHS Your Medical Home

DHS offers quality, patient-centered care through our integrated network of hospitals and clinics. As a new patient, the first step is to select your "medical home," or clinic you want to go to every time you need care. Our dedicated doctors, nurses, and health professionals are here to serve you.

Get Started

Enter your address in our map finder to see where there are DHS community clinics and hospitals near you.

Get Connected

If you have health care coverage like Medi-Cal or private insurance, call the clinic nearest you to schedule an appointment or get help understanding your health plan options. If you are uninsured, visit the clinic nearest you where you'll talk with someone who will help you find a doctor, schedule an appointment, and explain available coverage and payment options.

[View Health Coverage Options](#)

Get Care

Our team of doctors, nurses, and health professionals will work together to make sure you get the care you need. Our goal is to be your medical home, a place where you are welcome and where you get coordinated care to keep you well.

Find Care Near You:

Outreach/Marketing Plan:

Low cost marketing opportunities

Clinic Waiting Room Video

- 40 minute “looped” video (Spanish-captioned)
- Uses selection of best “LA County Now” DHS segments aired on County TV
- Spotlights DHS providers, programs, services, innovation & excellence
- Highlights clinical quality/performance
- Fosters new image of DHS Health System

Lots done, Lots more to do!

- Although many of DHS' initiatives for health reform are underway and proving successful...
- There are many more steps to take as we accelerate our transformation

